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### Message from SCOA

#### Chair- Cedric Manen



I hope you all had a restful and joyful festive season and are ready for what is shaping up to be an interesting year already.

SCOA welcomes two new team members this month. Welcome to Kat O'Neill, our new Membership Services Officer, who started with the team in February, and welcome to Edward Solo, the Northern Territory SCOA representative, from Salvation Army. We look forward to working with both Kat and Edward on SCOA projects throughout the year.

We have a new Minister of Immigration, Minister O'Connor, appointed on 4<sup>th</sup> February. I would like to extend thanks to the outgoing Minister, Minister Bowen, for his contributions to the sector. I know we all look forward to getting to know Minister O'Connor better in the coming months as we work together to maintain the vibrancy of the settlement sector in Australia.

Our inaugural CEO Think Tank was well attended. It was great to discuss together how to best deal with the challenges and opportunities presented by the changes in pay structures as a result of the Equal Remuneration Order. Hearing from Queensland and Jobs Australia put the issues into context, which then opened up to a lively Q&A discussion. The next Think Tank is on employment services and their connection to settlement, and will be held on Tuesday 26<sup>th</sup> February. (Please contact the SCOA office if you'd like more information).

I look forward to connecting with some of you at the inaugural Australian Migration and Settlement Awards in Canberra on March 18<sup>th</sup>.



### Message from SCOA Executive Officer- Sky de Jersey

The new year has thus far focussed a great deal on planning. We will keep you posted on the dates and details for the forthcoming state and territory consultations. We have also had some changes here at SCOA Head Office, farewelling Laura and welcoming Kat O'Neill. The handover has been smooth, thanks to Laura, and Kat is rapidly coming up to speed on all things SCOA.

We have been discussing the DEEWR employment paper, you may have seen an invitation for our employment consultation for Thursday 28<sup>th</sup> February. Our consultation will inform the preparation of a submission to DEEWR and Minister Ellis on this important issue.

Looking forward to 2013 I'm also pulling together ideas for the National Settlement Service Standards project, we are thinking of hosting a workshop to iron out the important details of standards for the sector as the next stage.

January saw SCOA prepare submissions to DIAC on the Humanitarian Program, following consultation with Minister Bowen, and a submission to Treasury on the federal budget. In February and March we have meetings arranged with Shadow Minister Scott Morrison, Minister Lundy and Shadow Parliamentary Secretary for Citizenship and Settlement Teresa Gambaro. This is part of SCOA's ongoing advocacy work leading up to the federal election. Look out for updates on these meetings in the next newsletter.

I hope 2013 is treating you well thus far!

### A New Membership Services Officer

We are pleased to welcome Kat O'Neill as the new Membership Services Officer.



Kat has recently graduated with a Master of Social Science from the University of New South Wales. During her studies she undertook research on settlement services for a state MP. She also volunteered for the St Vincent de Paul SPARK after school program tutoring refugee children.

Kat is originally from the U.S. where she obtained a Bachelor of Science and began her career in the environmental field. She moved to Sydney in 2005 to complete a Master of Urban and Regional Planning from the University of Sydney. She has experience working for all levels of government, regional bodies and private agencies.

We look forward to working with Kat.

### 2013 Brimbank Cup - SBS Celebrity Team

On Sunday 10 February an SBS celebrity football team headed to Keilor Park Stadium in Melbourne to take part in the 2013 Brimbank Cup. It was a fun day for all with SBS victoriously winning 5-3 against Football Federation Victoria (FFV).

The SBS team included some of the best football talent within their ranks including: Les Murray, Craig Foster, David Basheer, David Zrilic and Vitor Sobral. Joining the team were also Director of Corporate Affairs, Strategy and Communications Peter Khalil.

Peter Khalil said: "This was the first of many Community Engagement activities organised by the Corporate Affairs, Strategy and Communication. Not only are these events fun, it is also vital for us to engage with Australia's many communities if we are to understand what they need and want from SBS".

"It was great to meet some of the new migrant communities of the Brimbank area in this friendly match. We met people from Sierra Leone, Southern Sudan, Ghana, Liberia, Cameroon, Nigeria and Vietnam. There were also clinics with under 15's from Sunshine Heights and Keilor Soccer Clubs followed by awards presentations." Watch the story on The World Game on Monday 18th March 9.30PM EST!



## News from the Department of Immigration and Citizenship

### Improvements to Humanitarian Settlement Services

We would like to provide an update on the recommendations of the Richmond Review for improvements to Humanitarian Settlement Services.

Substantial progress has been made in relation to adopting a client-centred approach to risk management, improving recording, reporting and accountability, enhancing quality control and assurance, strengthening issues management, improving contract manager capabilities and clarifying governance arrangements.

Of the 13 remaining recommendations, there are many challenges ahead in their implementation due to the rapidly changing policy environment.

The Department is committed to achieving sustainable, systematic improvements to the HSS program. This process involves broad consultation, revision of overarching frameworks and changes to policy and procedures and we will continue to work closely with stakeholders to ensure the learnings from the Review are embedded in the HSS program well into the future.

### DIAC Settlement Information Support

Information on permanent settler arrivals is available from the Department of Immigration and Citizenship's website through the [Settlement Reporting Facility \(SRF\)](#).

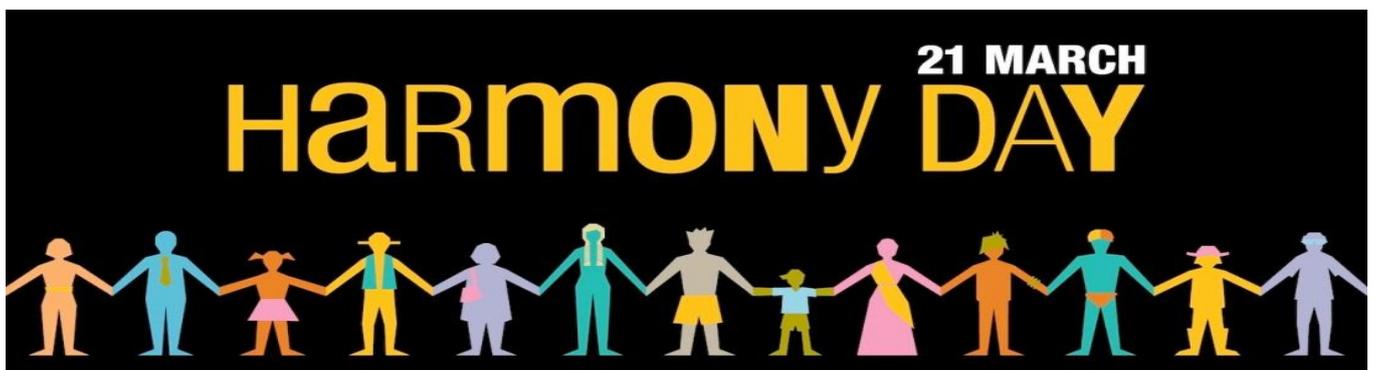
The SRF is a web-based tool used to create reports for permanent settler arrivals to Australia. It is designed to be user-friendly, making reports on settlers easily accessible to settlement and mainstream services providers, academics and others. The data the SRF uses comes from the Settlement Database (SBD), which is a snapshot of migrant settler information from the beginning of each month. The SBD is a collection of various DIAC systems data and information from other agencies on migrant settler details.

The Settlement Information Support Team in DIAC supports this work and provides an ad-hoc information service for data that is not readily accessible through the SRF. Please [contact us](#) if you need any assistance.

We have recently made some improvements to the SRF, including:

- a new entry page – to help you find your way more easily;
- a new look and feel of the SRF pages;
- extra user documentation – we've added a range of Tip Sheets and other User Documentation to help you when running reports;
- removal of some old user documentation; and
- addition of new page for Quick Reports – we have tried to anticipate the most common reports and run them for you already.

We hope these changes make it easier to find your way around, and use, the SRF. We would appreciate your feedback on these changes. Please [let us know](#) what you think.





## News from DIAC continued....

### Harmony Day 2013 'Many stories - One Australia'

Harmony Day 21 March is just around the corner. To celebrate, we are encouraging all Australians to share their story, as part of this year's theme - *Many Stories – One Australia*.

Australia's cultural diversity is one of our greatest strengths and is at the heart of who we are. From the Dreamtime to Eureka, from wartime to peacetime, each of our 22 million stories are unique.

Together, let us take the time to celebrate our diversity, go beyond the cover of the book and wander through the pages of each other's stories.

Take a photo. Film a video. Write an article. Share your story for Harmony Day 2013.

For more information, visit [www.harmony.gov.au](http://www.harmony.gov.au) today.

### Free Translating Service - Announcement of new contract

The Department of Immigration and Citizenship (DIAC) is pleased to announce that the contract for the Free Translating Service has been awarded to VITS LanguageLink. The contract commenced on 22 January 2013 and is for a three-year period, with the option to extend for a further two years.

The Free Translating Service is designed to assist eligible permanent residents and Australian citizens to participate in the community. Some temporary/provisional visa holders may also be eligible for the Free Translating Service.

The intention of the Free Translating Service Policy is to support positive settlement outcomes for newly arrived migrants especially in the areas of education, employment and community participation.

Within the first two years of arriving in Australia to permanently settle, eligible permanent residents and Australian citizens can have key personal documents translated into English, at no cost, to assist with their settlement into the community. Eligible key personal documents do not include documents that are required for visa applications.

Documents for translation are lodged at Adult Migrant English Program (AMEP) centres around Australia.

#### Revised Free Translating Service Policy

The revised Free Translating Service Policy became effective on 22 January 2013. The aim of the revised policy is to enhance and streamline the Free Translating Service by:

- allowing all permanent visa holders to access the Free Translating Service within the two year eligibility period;
- allowing a maximum of 10 documents to be selected from any of the approved four categories (Identity and Relationship, Facilitation, Education and Employment); and
- increasing the word length for translations of certain documents such as academic transcripts, employment references, medical certificates/reports and custody documents.

Further information on the Free Translating Service Policy is available on DIAC's website:

[http://www.immi.gov.au/living-in-australia/help-with-english/help\\_with\\_translating/translation\\_help.htm](http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/translation_help.htm)

### A New Minister of Immigration

On the 4<sup>th</sup> February 2013, Brendan O'Connor was sworn in as Minister for Immigration and Citizenship. In his statement of appointment as Minister he states that 'Australia is a country built on migration and, as a migrant myself, I understand the importance of complexities of the portfolios'. Furthermore Minister O'Connor expressed his commitment to 'implementing the recommendations of the Houston Report and will continue to work towards a regional solution'.

Brendan was elected as the newly created electoral division of Gorton at the 2004 federal election. He was re-elected at both the 2007 and 2010 election. He has served as Deputy Chair of the Public Works Committee and the Employment and Workplace Participation Committee. From January 2006 he chaired Labor's Industrial Relations Taskforce enquiring into Work Choices legislation.

Following the 2010 federal election, Brendan gained the further responsibilities of privacy and freedom of information to his portfolio. In December 2011, he was appointed as the Minister for Human Services and Minister Assisting for School Education- as position he held until early March 2012 when he entered Cabinet as Minister for Small Business and Minister for Housing and Homelessness.

Prior to entering Parliament, Brendan was a union official from 1986 to 2001, and assistant national secretary of the Australian Services Union from 1993 to 2001. He holds a

Bachelor of Arts and Bachelor of Laws from Monash University and a Harvard Trade Union Program diploma from Harvard University.



### Policy Practice Forum

The second policy practice forum was held on Thursday 24<sup>th</sup> January 2013. The purpose of the Policy Practice Forum (PPF) is to facilitate the sharing of information and discuss emerging policy and research issues in the settlement sector. The forum brings together those within research and policy roles in hopes to better inform effective advocacy and develop the sector's research agenda. In the first forum of the year, ten people from across the country participated and raised advocacy issues within their respective areas, which included:

- The lack of development in disaggregating information on visas, meant to have occurred under the multicultural policy
- The denial of work rights and entitlements for arrivals post-August 13
- Employment: locally specific employment pathways and youth employment
- Issues around the reliability of data collection tools and measurements, particularly those used by DEEWR's performance figures of CALD participation
- Media and advocacy messaging: the importance of developing a strong and consistent message across the sector this election year

Current and future research projects being undertaken in different areas across Australia include:

- A research project on the experiences of Afghan mothers and fathers with Australia's maternity services
- Research projects surrounding mental health services, including youth experiences, and the provision and expansion of out-of-home care

The next Policy Practice Forum is scheduled for Wednesday the 17<sup>th</sup> of April and workers in the sector with experience in research and policy development or roles that relate to this area are encouraged to join. Please contact Sky de Jersey on (02) 8065 5225 should you wish to participate.

You can find the complete minutes for this PPF meeting on the [SCOA website](http://www.scoa.org.au).



### National Settlement Services Standards Update

SCOA is committed to supporting the settlement sector to be able to clearly demonstrate competent best practice through standards and accreditation. Thus we've been working on the development of national settlement service standards for some time, having prepared scoping documents and proposals for DIAC, conducted surveys for member feedback and developed discussion papers.

Key to the current phase of this project has been collating and comparing settlement standards in the United Kingdom and Canada with Australian community sector standards. In doing so, we can identify the gaps in existing standards frameworks as they relate to settlement services.

Through an international comparative study, SCOA has identified particular standards of service delivery that the UK and Canada have comprehensively covered, and in which Australia can and should emulate. This includes areas such as:

- **Sector coordination:** The coordination of services is crucial as clients should get the support they need regardless of where they initially access services. Coordination stabilises the sector as well as prevents new refugees and migrants from 'falling through the cracks' and needing far more resources later as they find themselves in poverty. This can be achieved through:
  - The development of partnerships and the coordination of services and government programs to improve client pathway management
  - Mechanisms to share resources, promising practices and expertise
- **Staying informed:** Unique to Canada's settlement standards is the standard to examine broader trends and their impact on clients and the service provided such as policies, demographic trends, labour market trends and public perceptions. Settlement is an area that is highly political and susceptible to fluctuations in economic trends such as housing affordability. Thus keeping up-to-date with broader trends and policy issues is important to ensure that services are able to effectively respond to such changes.
- **Community development:** Promoting the profile of the sector in the community is important to foster a welcoming environment and opportunities for new arrivals. Thus, the regular communication of settlement work and accomplishments to the community is important as well as the encouragement of cross-community dialogue and participation.

Discussion papers and other work undertaken on the development of National Settlement Service Standards can be found on the [SCOA website](#).

### Diversity and Social Cohesion Program

The Diversity and Social Cohesion Program (DSCP) grant round opened today. **Applications close 1 March 2013.**

DSCP grants provide funding to help non for profit organisations develop their own projects to help build stronger community relations. DSCP grants provide funds of up to \$50,000 for community groups and organisations to deliver projects that address local community relations issues.

More detailed information about the program and application process is provided in a new item on the Department's homepage [www.immi.gov.au](http://www.immi.gov.au) that links directly to the application page at <http://www.immi.gov.au/living-in-australia/delivering-assistance/government-programs/dscp/eligibility-apply.htm>



**Are you a funny person? Do you know someone who is?**

**Would they get on stage in front of around 100 people?**

The Maribyrnong City Council is once more running 'Stand Up For Diversity' – a comedy night during Cultural Diversity Week showcasing the talents of comedians with multicultural backgrounds, mostly amateur. Last year it was MC'd by Hung Le and featured Khaled Khalafalla, Mohammed El-leissy, a group set by Diana Nguyen, Fiona Chau & Steve McPhail and new comedians Tilish Retta and Emeretta Cross. Kata 'the mouth musician' played music (2012 flyer attached). It was filmed by Channel 31 and featured in their 'The World in Our Backyard' program.

They are looking for around six comedians with multicultural backgrounds, preferably from around Footscray or the West to perform a set either individually or as a group.

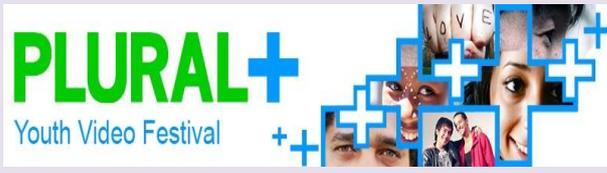
It'll be a one hour program so set times are flexible and depend on how many join.

'Stand Up For Diversity' will be on either Mon 18 / Tues 19 / Wed 20 March (depending on people's availability), MC'd by a professional comedian (TBC) and in the Footscray area (venue TBC).

The show gives people an opportunity to practice and gain stage skills, get their name out there, be part of a free community event and raise awareness of just how multicultural we are. With the Comedy Festival the following month, it's also a good chance for people running shows to practice their set.

If applicable, people can use existing material- it does not need to be about multicultural issues, the aim is to showcase talent.

**If interested, or for more information contact Diversity Planner Bianca Nutt on 9688 0315 or 0432 754 729**



**ON MIGRATION, DIVERSITY AND SOCIAL INCLUSION**

**Calls for your Participation**

The United Nations Alliance of Civilizations (UNAOC) and the International Organization for Migration (IOM) again invite the world's youth to submit original and creative videos focusing on PLURAL+ themes: migration, diversity and social inclusion.

Recognizing youth as powerful agents of social change in a world characterized by intolerance, and cultural and religious divisions, PLURAL+ invites youth to address key challenges related to migration integration, inclusiveness, identity, diversity, human rights and social cohesiveness, both at local and global levels. Young people up to 25 years old are invited to submit short videos of five minutes maximum length.

A prestigious international jury will select three winners in each age categories (9-12, 13-17, and 18-25). All the winners will be invited to New York, all travel expenses paid, to present their work at the PLURAL + 2013 Awards Ceremony at the Paley Center for Media in December 2013.

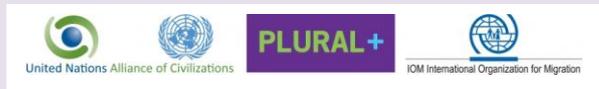
**PLURAL+ 2013 deadline for video submission is 30 June, 2013.**

Early submissions are encouraged. Further information, including guidelines, regulations, awards, and the entry form can be found at the PLURAL+ website at:

[www.unaoc.org/pluralplus](http://www.unaoc.org/pluralplus)

**For more information, please contact:**

[plural@unaoc.org](mailto:plural@unaoc.org)



### 2013 Federal Election

#### **How to help your community get ready for the 14 September 2013 Federal Election**

In late January, Prime Minister Julia Gillard announced the date of the federal election to be held on Saturday 14 September 2013. Australian citizens should now take the opportunity to make sure they are correctly enrolled to vote. All eligible Australian citizens aged 18 years and over are required by law to enrol and vote in the federal election.

Seventeen year olds who turn eighteen before or on 14 September will also be able to vote and should enrol now. Young people needing to enrol to vote for the first time can [complete an online enrolment form](#), print and sign it and then return it to the AEC. The address to send it to us listed on the AEC website: [www.aec.gov.au](http://www.aec.gov.au)

It is also important to check that your address details are up-to-date to the electoral roll: if you or members of your community are unsure please [check your enrolment details](#) online or by calling the Australian Electoral Commission (AEC) on 13 23 26. If your enrolment details are not up-to-date, you may have been removed from the electoral roll so it's very important to check.

Around 90,000 South Australians are missing from the roll, so checking your enrolment may reveal that you are not actually on the roll though you may have thought you were. The most common reason for this, is that people have moved address but not updated their enrolment. Every time you move, you need to [update your address](#) or you can pick up an enrolment form at any AEC office, Australia Post, Centrelink or Medicare outlet.

The AEC can also provide assistance to your community members in a number of other ways:

- Through the conduct of information session to community leaders
- Through information sessions to new citizens from your community
- Through conduct of an enrolment stall or display at a community festival or event
- Provision of information about the importance of enrolment/ re-enrolment (changes of address) and maximising the formality of voting (making sure people vote correctly).
- Providing advice over the phone during the election and especially the pre-election periods to people with questions about their enrolment and methods of making their vote count.

Information sessions provide the best opportunity to explain all these processes, but the needs of different communities sometimes require creative and innovative approaches. AEC is happy to discuss what might be the most suitable methods for your community.

Over the past 12 months AEC have conducted sessions to a number of groups from various migrant communities. They may have already presented to your community but can do so again if desired. The emphasis for these sessions however should be for those who have recently become citizens or for those who will become citizens before 14 September 2013.

Article courtesy of Paul Langtry, AEC Public Awareness Officer SA





### **Aged Care Strategy for Culturally and Linguistically Diverse Australians Released**

The Gillard Government launched the National Ageing and Aged Care Strategy for people from CALD backgrounds on the 20<sup>th</sup> Dec 2012. The Strategy will help inform the delivery of *Living Longer Living Better*- the Government's 3.7 billion aged care reform package.

Minister Mark Butler said the growing number of older people from CALD backgrounds have specific needs that must be addressed, "Around 20 per cent of people aged over 65 years were born outside Australia and by 2021, that number will rise to 30 per cent, and the percentage is even higher for people from CALD backgrounds."

"In many cases, the onset of dementia causes older people from CALD backgrounds to forget English and revert to their first language. Clearly that is a unique challenge for the person affected, for families and for the aged care provider." Mr Butler points out that more generally, older people from CALD backgrounds often have different cultural, linguistic and spiritual needs which can affect the type of care they want and need. The Strategy is thus designed to inform the way government supports the aged care sector to deliver care that is appropriate and sensitive to the needs of older people from CALD backgrounds.

Initiatives outlined in the Strategy include:

- A 'rolling review' of the National Aged Care Advocacy Program (NACAP) to include an emphasis on promoting, supporting and maximizing access to advocacy for older people from CALD backgrounds, their families and carers.
- Ensure that the Aged Care Complaints Scheme is promoted to CALD communities, including by use of interpreting and translating services.
- Work with the CALD sector to provide cultural competency training for promotion and incorporation into all aged care services.
- Develop structured pathways to facilitate the employment of appropriate bilingual staff in the aged care system.

Mr. Butler said the Strategy would be an important framework in the delivery of the Living Longer Living Better aged care reform package. The full report *National Ageing and Aged Care Strategy: For People From Culturally and Linguistically Diverse (CALD) Backgrounds* can be found [here](http://www.health.gov.au/internet/main/publishing.nsf/Content/Home) or the Department of Health and Ageing website:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Home>

## **THE INTERCULTURAL INNOVATION AWARD**

### **United Nations Alliance of Civilizations and BMW Group Announce Australian Finalist for the 2013 Intercultural Innovation Award**

Established by the United Nations Alliance of Civilizations (UNAOC) and the BMW Group in 2011, the Intercultural Innovation Award searches for innovative and sustainable projects around the world that are encouraging dialogue and cooperation among people from different cultural backgrounds using novel and creative methods. The most outstanding projects receive award money as well as consulting services from the BMW Group and the UNAOC. UNAOC and the BMW group have announced the South Australia organisation Sound Fusion as one of the ten finalists that will present their projects at the Viennese Volkstheatre on Tuesday, February 26<sup>th</sup> 2013. Congratulations to Sound Fusion with their project Cultural Infusion. Cultural Infusion is an innovative digital learning platform which utilizes music from all over the world to build intercultural understanding.

For more information on the Intercultural Innovation Award visit: <http://interculturalinnovation.org/the-award/>

To find out more on Sound Fusion and their project visit: <http://culturalinfusion.org.au/soundinfusion/>



### Sydney Multicultural Community Service's New Project for Adolescent Mental Health

Sydney Multicultural Community Services (SMCS) has joined in partnership with Department of Family and Community Services/Ageing Disability and Home Care, Sydney's Children Hospital Randwick and Autism Spectrum Australia in Sydney South-East to develop a network for Arabic speaking parents with children with disabilities in order to support their struggle with exceptional requirements.

The program is part of Sydney MCS's Settlement Grant Program (SGP target group comprises permanent residents who have arrived in Australia during the last five years) delivered by Centre's bilingual caseworker and community project officer in Sydney, Daceyville. Sydney MCS currently provides separately tailored casework services for parents with children with disabilities, with focus on Mental Health by adolescents.

The project is run by Sydney MCS settlement services team and gives special attention to family relationships involved in the psychological life of adolescents. Beneficial for the entire family, mental health appropriate support and cooperation with adequate services is crucial within the first years of settlement. There is a very close connection between mental health by adolescents and the parents' role affected through significant changes related to challenges of building a new life in Australia.

The demand for the project is increasing, and confirms Sydney MCS's experience that Mental Health deserves particular attention, and without which related issues remain permanently in lives of community members. The preventative work in Mental Health taken in account by settlement services is in need of further specifications made by funding bodies in order to support dedicated professionals in accordance with aims of the NSW National Disability Strategy Implementation Plan.

For more information, please contact Inja Stracenski on (02) 9663 3992 or email: [injast@sydneymcs.org.au](mailto:injast@sydneymcs.org.au)

### 2013 Migration and Settlement Awards

Nominations have now closed for the 2013 Migration and Settlement awards hosted by the Migration Council of Australia (MCA) however we are excited for the announcement of the winners on the 18<sup>th</sup> March 2013.

The Awards will be held at the Gala Dinner, at the Great Hall of Parliament House. The Awards showcase the work of organisations and individuals that assist new migrants and refugees to settle, to feel included and to participate.

The judging panel for the awards will include: Ms Naomi Milgrom AO; Air Chief Marshal Angus Houston AC, AFC (Ret'd); Dr Helen Szoke; Judge Rauf Soulio; and Dr Hass Dellal OAM.

This is the first time Australia has had awards to recognise the good works of those who have developed programs and initiatives to include migrants and refugees and to make them feel welcome.

Nominations have included organisations and individuals from a range of areas including business, sport, the community sector, media and the law. The awards categories are:

- Award for Settlement Innovation
- Award for Case Worker of the Year
- Award for Journalism Excellence
- Business Inclusion Award
- Award for Sports Leadership
- Award for Diversity and the Law
- Lifetime Achievement Award

For More information visit [www.migrationcouncil.org.au](http://www.migrationcouncil.org.au)





## NEW DVD ON RENTING RIGHTS IN 17 LANGUAGES

**NSW Fair Trading has released a new DVD titled *Renting a home: A tenant's guide to rights and responsibilities in 17 languages*.**

Fair Trading Commissioner Rod Stowe said the DVD was developed following consultation with Think Smart partners, service providers and the community. According to Mr Stowe renting is an ongoing issue of concern among community members from culturally and linguistically diverse backgrounds.

As Mr Stowe states "People from diverse backgrounds often suffer because of a lack of understanding of their tenancy rights due to language barriers in some cases isolation from the mainstream community. The NSW Government wants to help non-English speaking tenants understand their rights and responsibilities when renting a home," Mr Stowe said.

The Renting a home DVD kit covers 10 topics presented as informative and accessible short videos, covering areas such as finding a place to live, signing a lease and ending a tenancy.

The DVD kit also includes a CD-ROM that contains scripts in 17 languages, 10 checklists and useful contacts. It will be available in English and sixteen other languages - *Arabic, Assyrian, Burmese, Cantonese, Dari, Dinka, Farsi, Hazaragi, Indonesian, Korean, Kirundi, Mandarin, Nepalese, Swahili, Tamil and Vietnamese*, to ensure that it is widely accessible to those most in need of the information.

The DVD has been designed as an important tool for educators and community-based organisations but will also be made available to a wider audience through YouTube and the Fair Trading website.

The Commissioner said many consumers from CALD backgrounds rely upon intermediaries to obtain information about government services and that the DVD will play a key role in reaching isolate families and communities.

Fair Trading has also announced its new community outreach strategy for the next three years. The *Supporting local communities* strategy highlights Fair Trading's role in protecting people's rights, educating consumers, connecting with local communities and empowering the people of NSW. Mr Stowe said the strategy would increase community awareness and make it easier for people to have their say about Fair Trading laws and policies.

"We want to make sure consumers and traders know where to get help if they have a problem and to feel confident the market operates fairly," he said.

"Importantly, Fair Trading will continue to visit local communities across NSW, as part of the agency's new My Place program where staff spend a week in a specific community or suburb, delivering hands-on compliance and education services."

Today's event is the eleventh multicultural media conference Fair Trading has hosted and continues to be an effective forum to promote consumer protection to community leaders, workers and multilingual media.

"Through its *Think Smart* partnerships and initiatives and through community conferences like this, NSW Fair Trading is making a real difference to consumers from culturally and linguistically diverse backgrounds," Mr Stowe said.



### MRC (Northern Tasmania) Teams Up With the ABC to Work with Migrant Young People

The Migrant Resource Centre (Northern Tasmania) recently spent two weeks in January collaborating with the Australian Broadcasting Corporation in Northern Tasmania to facilitate two week-long video production workshops with a group of migrants and refugee young people aged from age 13 to 17.

In a project called ABC Open 110% Sport around 15 young people who hailed from cultural backgrounds as diverse as Sierra Leone, Bhutan and Eritrea worked with an ABC content producer to learn how to film, produce and edit short videos based on topics that the young people were interested in such as Bollywood dance and Soccer. The young clients learnt everything from camera shooting techniques, interviewing techniques, choosing soundtracks, working with editing software and taking a starting role in their own films. As well as a fun school holiday activity, the workshops provided an opportunity to learn new skills, foster the ability to collaborate and work in teams as an insight into potential career pathways.

The finished videos were inspiring and are fantastic examples of why the MRC (Northern Tasmania) and its staff are so excited and pleased to be doing the work we do. Please check out the videos below.



Soccer: <https://open.abc.net.au/openregions/tas-northern-82BO2Uo/posts/mrc-boys-soccer-launceston-45zt2jp>

Bollywood Dance: <https://open.abc.net.au/openregions/tas-northern-82BO2Uo/posts/pabitra-bollywood-dancer-launceston-42qx8zp>

The ABC workshops form part of a wider engagement strategy for young people that will be a focus of the MRC (Northern Tasmania) in the coming year. The core of the youth strategy is a regular homework tutorial program that runs three nights a week with the assistance of a team of volunteers who help high school and college aged young people from migrant and refugee backgrounds with their homework.

ABC Open also recently collaborated with the MRC (Northern Tasmania) to document the journey of some of our clients becoming Australian citizens on Australia Day this year. The core of the youth strategy is a regular homework tutorial program that runs three nights a week with the assistance of a team of volunteers who help high school and college aged young people from migrant and refugee backgrounds with their homework.

ABC Open also recently collaborated with the MRC (Northern Tasmania) to document the journey of some of our clients becoming Australian citizens on Australia Day this year. The Andrews Family from West Africa shared their inspiring story. Please see this video below:

A Day in the Life of New Australians <https://open.abc.net.au/posts/day-in-the-life-of-new-australians-02wh5fq>

Article courtesy of Alison Wilkes, Communications Coordinator, MRC, Northern Tasmania





Cities of Migration  
A Maytree idea

### New Report- Policy to Practice

Cities of Migration has released the last volume of its series *Good Ideas from Successful Cities: Municipal Leadership in Immigrant-Integration* which focuses on good practices of local governments and the critical role they play in immigration as the level of government closest to the people. The series highlights more than 70 promising practices from Europe, North America, Australia and New Zealand.

*Practice to Policy, the final volume*, is a collection of essays in which international experts examine what these practices tell us about municipal integration policy and discuss the roles that local governments and community partners can, and should, play. It discusses how cities are welcoming their newest residents and facilitating the social, economic and political participation.

The last piece of the series provides some lessons and recommendations gathered from the work in the series. As the President of the Maytree Foundation, Ratna Omidvar says that whilst cities are powerful agents of change at the local level, they must also engage with policy makers at the sub-national, national, and international levels. They must tell their stories so that effective policies and successful practices can be adapted and replicated by others. From these local practices, we can move to policy solutions that make sense in both local contexts and within the frameworks of national immigration strategies.

You can find this innovative report at <http://citiesofmigration.ca/>

### South Australian Local Government Association and the Migrant Resource Centre of SA introduce:

#### WORK EXPERIENCE PILOT FOR NEW MIGRANTS OF REFUGEE BACKGROUNDS

This work experience and practical learning will assist candidates to gain future employment in Australia. All work placement candidates will have pre-vocational induction conducted by MRCSA qualified and experienced staff.

The placement's candidates have experience and skills to work in areas of gardening, administration, hospitality, cleaning, food preparation, warehousing, construction, maintenance, etc. They are looking for channels to support them to gain entry into work.

In return, candidates will provide council with linkages to council's diverse communities, and will also play an important role in providing cultural awareness opportunities to staff and volunteers in the council.

If you would like a placement student, please send in the registration form to [admin@mrcsa.com.au](mailto:admin@mrcsa.com.au). The MRCSA will provide a receipt of your form and will contact you within 7 days to discuss and progress your request. You may also contact Mr Nedzad Hanic, Employment and Training Manager at [nedzad@mrcsa.com.au](mailto:nedzad@mrcsa.com.au)





## NATIONAL YOUTH SETTLEMENT TRAINING UNIT PROJECT

### UPDATE #1

This is the first of a series of update about the National Youth Settlement Training Project, designed to provide an update on the progress of the project. Thanks to all who have supported the Project to date and we look forward to your continued involvement.

#### Progress to Date

The focus in recent months has been on collecting information from young people from refugee backgrounds and those working with them about the issues they feel should be included in a training package.

The **Request for Input** paper has been widely circulated and detailed written responses have been received from 12 agencies and individuals (workers, DIAC staff and academics). In addition, 12 consultations have been held involving 88 workers and 44 young people. Two of these consultations were national telephone hook-ups (of SCOA and FASSTT members) and the rest were face to face. These were typically of 1½ to 2 hours duration and took place in:

- Canberra (17 DIAC staff);
- Sydney (youth workers);
- Wagga Wagga (youth workers and young people);
- Melbourne (settlement and youth workers);
- Brisbane (youth and settlement workers and young people);
- Adelaide (youth and settlement workers, young people and DIAC).

Information gathered at these collections has been written up and ordered according to topic of relevance.

#### Current Work

Work has commenced on drafting the Training Package. This involves, amongst other things:

- Further development of competency tables, linking identified competencies with competencies embedded in CHCYTH301E (the unit to which this work is being linked) and considering specific competencies relevant to each of the topic areas;
- Background research in topic areas and chasing up the many leads suggested by participants in the consultations;
- Initial drafting of the Trainers' Guide

This work will be the main focus of the Project in coming months.

For more information, contact Margaret Piper, Project Consultant, on [margpiper@optusnet.com.au](mailto:margpiper@optusnet.com.au) or Nadine Liddy, MYAN National Coordinator, on [nliddy@cmv.net.au](mailto:nliddy@cmv.net.au)

## SCOA Member Profile

### METROPOLITAN MIGRANT RESOURCE CENTRE – Perth, WA

The MMRC currently offers 14 different services and projects. We provide services throughout the metropolitan area, though most of our work occurs in the northern suburbs of Perth. Our offices are located in Mirrabooka, Clarkson and Lockridge.

#### Community Detention Program

We provide case-work and orientation assistance for families who are within the Community Detention program, as sub-contractors for the Australian Red Cross. We are currently responsible for about 60 clients.

#### SGP Generalist

We provide case-work support for individuals and families from our offices in Mirrabooka, Clarkson and in Lockridge. We also hold regular information sessions that cover topics such as; resume writing, citizenship, computer skills and linking our clients to formal Certificate courses in hospitality, aged care and child care.

#### Migration Assistance

We offer a full Migration Agent's service for those deemed vulnerable under the Immigration Advice and Application Assistance Scheme. As well, we offer migration 'advice only' through our pro-bono migration agent team.



#### Counsellor

We have a Counselling service that specialises in parenting and family relationships

#### English classes

We have two English language projects. One is Conversational English which is run in a community centre and the second are slightly more formal classes run in a primary school for the mothers of the school children.

#### Social participation

As well as the conversational English, we provide a range of opportunities to encourage participation, such as: swimming classes for women and girls – predominantly for those from the Muslim faith, cooking classes, sewing classes and Zumba exercise classes

#### Multicultural Support

MMRC works with community organisations wishing to develop their skills to work with people from the new and emerging communities and to

(MMRC profile continued)

assist them fashion their programs making them more attractive and accessible for these client groups.

We offer Cultural Diversity training to government and non-government organisations. The training is tailored to address the issues pertinent to the requirements of the organisation.

MMRC organises a pool of bilingual/bicultural workers to support childcare centres in Perth.

### Sexual Health

Our program works to develop a greater understanding of sexual and relationship health issues in three ways.

- Youth – we train sexual health educators to provide peer-to-peer education. They use theatre and film to highlight the issues and to demonstrate alternative behaviours for young people to use.
- Community – this project works with community groups, again using theatre, around the issue of HIV Aids.
- Professional Development – we offer training to health professionals on how to engage young people around the issues of sexual health.

### Youth Programs

We provide leadership training for young people using a number of modalities:

- set courses
- mentoring of individuals and groups
- camps

MMRC has developed training guidelines on mentoring young people from CALD backgrounds and we are members of the Australian Youth Mentoring Network.

We organise a variety of sporting activities such as skills training in soccer, AFL and surf lifesaving, as well as organising round robin competitions. Through these activities our participants become connected with the mainstream sporting organisations and have been recruited into their teams.

We also have programs such as jewellery making, debating and theatre for young people to express themselves.

We run a weekly Homework Hut with university student volunteers as tutors and a weekly Film Club where they learn from professionals to make films.



For more information visit the MMRC website  
at: <http://www.mmrcwa.org.au/>

**Contact the MMRC at:**

(08) 9345 5755 **Office Mirrabooka**

(08) 9344 6788 **Youth & Family Centre**

(08) 9200 6284 **Clarkson Office**

**Email:** [admin@mmrcwa.org.au](mailto:admin@mmrcwa.org.au)





# UNHCR

United Nations High Commissioner for Refugees

Haut Commissariat des Nations Unies pour les réfugiés

## Working Group on Resettlement Meeting

The Working Group on Resettlement (WGR) is a forum of countries that resettles refugees, the non-government organisations which assist in this process, and the United Nations High Commissioner for Refugees (UNHCR). The purpose of these meetings is to discuss resettlement needs and issues, share information and best practice and identify strategies for addressing key challenges. The main discussions each year are held at the Annual Tripartite Consultations on Resettlement (ATCR), a gathering which takes place in Geneva and brings together more than 150 representatives of governments, NGOs and inter-governmental organisations from up to 28 countries. Between the yearly ATCR meetings, one or two smaller meetings of the WGR are held to focus greater attention on different aspects of the ATCR agenda.

In the most recent meeting held on the 6<sup>th</sup>- 7<sup>th</sup> February 2013, the working group tabled a range of issues for progression with a particular focus on engaging and supporting new states within the context of continued improvements to refugee protection.

A strong theme over the course of the meeting was the focus on multilateral and multi-year commitments from resettlement countries. Proposed benefits outlined included cost savings, flexibility and enhanced coordination amongst settlement states. Although there was a strong agreement for this direction, counterarguments were made to retain the capacity to respond to crises such as the current circumstances in Syria and Kenya further, the need to respond to the needs of smaller refugee populations which are outside the scope of the multi-year agreements also featured strongly.

In preparation for the July Conference, preliminary talks related to Integration factors (positive settlement outcomes) and how those can be enhanced. Various strategies were suggested including capacity building, and the positive role of the media. The topic of measuring those outcomes was also raised, and an indication was made that Access Community Services Limited would willingly present and host a plenary session on this topic.

Points of contention were whether refugees were being selected on the basis of integration potential, and how high medical needs impact on resettlement potential. The aim of defining high medical needs and developing a common assessment and reporting tool on high medical needs was abandoned due to a range of limitations identified.

Strategies and barriers were discussed to the sharing of medical information which could further assist service providers to manage health care needs.

An announcement was made that Denmark would be the host in 2014, taking over from Canada who will host this year's conference.

- Article Courtesy of Mary Asic Kobe, ACCESS



[Registrations open for ACOSS](#)

[National Conference 2013](#)

National Wine Centre, Adelaide  
25<sup>th</sup> and 25<sup>th</sup> March

### Communicare program empowers new migrants

The Safe Driver Education Program (SDEP) was designed by Communicare's Settlement Grants Program (SGP) to educate and assist humanitarian entrants and people from refugee background to gain their driver's licences.

The aim of SDEP is to empower individuals, build community capacity and to reduce the number of CaLD community members driving without a licence and/or being involved in crashes while driving without a licence.

Most of the people from a refugee background find it difficult to obtain driver's licence due to barriers such as limited verbal and written English skills, financial difficulties, and lack of self-confidence to access the information from the appropriate channels. However possession of Australia driver's licence has been found to be directly associated with ability to find employment and settle into Australia mainstream communities.

Since the beginning of the program in 2010, Communicare's SDEP has assisted 118 eligible clients. These clients said that by securing their driver's licences through the program, they were able to gain employment, function effectively in daily routine such as shopping, taking their children to school and recreational activities. This program especially benefits clients who are carers for a disabled family member.

By obtaining the driver's licence with educational and financial support from Communicare's SDEP, this particular group of clients can improve their duties as carer, as they no longer rely on public transport (which can be a sporadic and arduous process) to take their disabled family members for appointments.



### Case Example

Recently Communicare was approached by a 35 year old single parent of 2 teenage children, one with a disability, to gain her license. This particular mother had been in Australia for 4 years and felt that she needed to gain her license to be able to give her children opportunities, such as participation in sporting activities, to benefit their growth and development. A driver's license was also going to assist her in caring for her child who was confined to a wheel chair by enabling her to get to her daughter's regular appointments with ease. However this mother had little ability to read English and only limited English communications skills, making obtaining her license difficult.

After approaching Communicare Settlement Grants Program she was enrolled into the SDEP program and over several weeks staff tutored her on sample road theory tests found on the Department of Transport website. The client also participated in Communicare's 3 Day Safe Driver Education Workshop to obtain necessary information about driving in Australia. After completing the session a staff member wrote a letter to the licensing office requesting an oral theory test for the client. The client passed the theory based road tests and obtained her learner's permit which is the first stage of obtaining a driver's licence in WA.

The client was excited to finally have her learner permit and thanked SGP for their help stating that the course had not only helped her to get her license but had also improved her reading skills and given her new skills in using computers.

- Article courtesy of Brenda Chew, Research and Media Writer, Communicare Inc.



### New Language Programs on SBS Radio

SBS has recently announced a new SBS Radio Schedule to be launched on-air in April 2013. The new schedule

includes six new languages (Malayalm, Dinka, Hmong, Pashto, Swahili and Tigrinya), more programming for language groups which have grown significantly since the last Schedule review (in 1994) and a new digital-only schedule for 21 languages.

The 6 new languages will broadcast 2 hours per week from April 2013 on SBS's analogue schedule, and will also be available via digital radio, digital TV, through SBS's 'catch up' service at [www.sbs.com.au/language](http://www.sbs.com.au/language) (to be launched in April 2013) or via the SBS YourLanguage app for iPhone and Android mobile phones from April 2013.

SBS is now advertising for Executive Producers to produce new programs for each of the languages mentioned above.

Applications addressing the Selection Criteria must be lodged online by 5pm (AEDT) on 15<sup>th</sup> Feb 2013 via [www.sbs.com.au/jobs](http://www.sbs.com.au/jobs). Additional information on SBS and the new SBS Radio Schedule can be found at [www.sbs.com.au/radio](http://www.sbs.com.au/radio).

In addition SBS is also advertising for Producers in the following languages: Cook Islands Maori, Fijian, Thai and Somali.

### Equal Remuneration Order Supplementation

By now many organisations should have received supplementation offers from DIAC to cover the additional staff costs associated with the Equal Remuneration Order.

Based on the latest information from Minister Collins discussions are still underway for Commonwealth and State Agreements. For more information please see the FACSIA website: <http://www.fahcsia.gov.au>

### Survey Opportunity!

Each year the Federation of Ethnic Communities' Councils of Australia (FECCA) conducts Access and Equity consultations across Australia, to find out what CALD people's experiences are accessing government services.

This survey is part of their consultation process and helps FECCA to provide feedback to Government on what is working and what is not working.

The survey is specifically designed to obtain the insights and opinions of people from CALD backgrounds.

To participate in this survey please click on the link below. Or if you know of anyone suitable please forward accordingly.

<https://adobeformscentral.com/?f=rQOhL46hITuPb-01JBPEsg>



### Online information in new languages

The Cancer Council NSW has recently printed cancer information on 23 topics and 7 languages: Arabic, Chinese, Greek, Italian, Macedonian, Spanish and Vietnamese.

Their fact sheets can be found on their website along with the order forms by language at:

[www.cancercouncil.com.au/publications/multilingual-cancer-information/](http://www.cancercouncil.com.au/publications/multilingual-cancer-information/)

Once you've completed the order forms, you can fax them to: 02 8302 3506 or email them to: [publications@nswcc.org.au](mailto:publications@nswcc.org.au)



## Want to contact SCOA? We'd love you to!

A good place to start is your state representative. Please see the details below.

You can also contact staff in the Sydney office:

|   |  |
|---|--|
| Sky de Jersey<br>SCOA EO<br><a href="mailto:eo@scoa.org.au">eo@scoa.org.au</a><br>phone: 02 8065 5225   | Kat O'Neill<br>Membership Services Officer<br><a href="mailto:mso@scoa.org.au">mso@scoa.org.au</a><br>fax: 02 8080 4330                      |
| Tasmania<br>Cedric Manen - CHAIR<br><a href="mailto:CManen@mrchobart.org.au">CManen@mrchobart.org.au</a><br>03 6221 0999                        | New South Wales<br>Ricci Bartels<br><a href="mailto:rbartels@fmrc.net">rbartels@fmrc.net</a><br>02 9727 0477                                 |
| South Australia<br>Eugenia Tsoulis – DEPUTY CHAIR<br><a href="mailto:Eugenia@mrca.com.au">Eugenia@mrca.com.au</a><br>08 8217 9500               | Victoria<br>Rosemary Kelada<br><a href="mailto:rosemaryk@spectrumvic.org.au">rosemaryk@spectrumvic.org.au</a><br>03 9496 0200                |
| Western Australia<br>Michael O'Hara - SECRETARY<br><a href="mailto:michael.ohara@mmrcwa.org.au">michael.ohara@mmrcwa.org.au</a><br>08 9345 5755 | Victoria<br>Michael Martinez<br><a href="mailto:Michael.martinez@diversitat.org.au">Michael.martinez@diversitat.org.au</a><br>(03) 5221 6044 |
| Australian Capital Territory<br>Dewani Bakkum – TREASURER<br><a href="mailto:manager@marss.org.au">manager@marss.org.au</a><br>02 6248 8577     | Queensland<br>Annette Ruzicka<br><a href="mailto:AnnetteR@mdabne.org.au">AnnetteR@mdabne.org.au</a><br>07 3337 5488                          |
| New South Wales<br>Violet Roumeliotis – Deputy Secretary<br><a href="mailto:ceo@ssi.org.au">ceo@ssi.org.au</a><br>02 8071 1069                  | Northern Territory<br>Edward Solo<br><a href="mailto:Edward.Solo@aus.salvationarmy.org">Edward.Solo@aus.salvationarmy.org</a><br>08 89451947 |

If you would like to contribute to future editions of the Settlement News in 2013, please contact Kat O'Neill at [mso@scoa.org.au](mailto:mso@scoa.org.au), or call 02 8065 5225.

**RACISM. IT STOPS WITH ME**